

Library of Virginia

LSTA Five Year Plan 2018 to 2022

Vision

The Library of Virginia will inspire learning, ignite imagination, create possibilities, encourage understanding, and engage Virginia's past to empower its future.

Mission

As the Commonwealth's library and archives, the Library of Virginia is a trusted educational institution. We acquire, preserve, and promote access to unique collections of Virginia's history and culture and advance the development of library and records management services statewide.

History

The Library of Virginia (LVA) was created by the General Assembly in 1823 to organize, care for, and manage the state's growing collection of books and official records — many of which date back to the early colonial period. The Library occupied rooms on the third floor of the Capitol in Richmond until 1895, when Virginia erected a new Library and office building on the eastern side of Capitol Square. Outgrowing this location, the Library in 1940 moved to a handsome, new art-deco building on Capitol Street, adjacent to City Hall and the Executive Mansion. In 1997, the Library opened to the public at 800 East Broad Street, its fourth home since its founding.

The Library houses the most comprehensive collection of materials on Virginia government, history, and culture available anywhere. The collections illustrate the rich and varied past of the commonwealth, documenting the lives of Virginians whose deeds are known to all, as well as those of ordinary citizens whose accomplishments are the foundation of our heritage. The Library's printed, manuscript, map, and photographic collections attract researchers from across the country and the world, while the Library's Web sites provide collection-based content and access to our digital collections to those at great distances who are not able to travel to Richmond. In addition to managing and preserving its collections, the Library supplies research and reference assistance to state officials, provides consulting services to state and local government agencies and to Virginia's public libraries, administers numerous federal, state, and local grant programs, provides educational programs and resources on Virginia history and culture for students and teachers, and offers the public a wide array of exhibitions, lectures, book-signings, and other programs.

In addition to the main Library building, the Library manages the State Records Center in Henrico County, which provides records storage and destruction services to the non-permanent records of state agencies and local governments and houses overflow of the Library's expansive archival collections.

Needs Assessment

Key Recommendations from the 2013-2017 Plan Evaluation that will guide the Library's LSTA project development are:

1. **Research Partnerships:** Continue powerful research partnerships. LVA and its partners should continue to conduct research and use the results to improve operations and to engage in a coordinated messaging campaign.
2. **Communication/Awareness:** The crowd-sourcing approach and significant outreach and partnerships have been successful, and efforts should continue in improving communication about important Virginia heritage activities – digitization, transcription, events, etc. – to spread awareness and use beyond Richmond metro area.
3. **Evergreen:** Evergreen Virginia offers several opportunities for the Commonwealth. LVA should continue to support Evergreen, encourage libraries to participate, and coordinate regular communications among members for the purpose of learning, policy development, and planning.
4. **Assessment:** Find It Virginia, especially the e-book and e-magazine content, is highly valued by local libraries. Less clear is how many patrons use the databases, how they use them, and to what extent they are satisfied with access, ease of use, and quality of content. LVA should take a research approach to assessing these issues, as librarians in focus group and survey suggested.
5. **Improvements:** LVA has done a superb job of collecting data and reporting short-term outcomes from LSTA-funded learning activities. Less clear is whether the Library has used the data to make improvements.

The Library of Virginia will also continue to align its projects with the Purposes and Priorities of the LSTA Act that resonate with the Library's own strategic priorities and those of the Commonwealth of Virginia, especially those of the Education Secretariat. This includes the following key objectives (Source: Virginia Performs <http://vaperforms.virginia.gov/>):

6. Increase the number of children reading proficiently by the third grade. (Secretariat Objective)

7. Preserve and enhance access to library collections and important archival information (Secretariat Objective)
8. Engage and inform citizens to ensure we serve their interests (LVA goal)
9. Elevate the levels of educational preparedness and attainment of our citizens (LVA goal)
10. Protect, conserve, and wisely develop our natural, historical, and cultural resources (LVA goal)

Goals and Projects

Goal 1:

Foster the development of the evolving neighborhood/ community library as a center for lifelong learning and civic engagement.

Needs Addressed: 1, 2, 4, 5, 6, 9

Focal Area(s): Lifelong Learning, Human Services, Institutional Capacity

➤ School Readiness

Intents of Project

- Improve users' ability to apply information that furthers their parenting and family skills (Human Services)
- Improve the library workforce (Institutional Capacity)
- Improve users' general knowledge and skills (Lifelong Learning)

What is the project?

This project is intended to provide services and programming to support the development of skills for children that will prepare them for success in kindergarten. Key components of this project are the enhancement and development of online tools, such as 1000 Books and 1000 Age Appropriate Activities Before Kindergarten, as well as enhancements to the Family Literacy DaybyDayVa.org and reading program websites. Training for public library staff on age appropriate learning activities for young children, as well as training on developing executive function, encouraging literacy skills, and STEM-based experiences in preschool storytime, will be offered. Strategic partnerships with Head Start and other agencies will enhance the effectiveness and efficiencies of this project.

For whom is the project intended?

The program will be geared to children and their parents or caring adults who support their engagement, as well as library staff who will receive professional training to implement programs to support them.

How?

1. Partner with Virginia agencies and experts in the field of early childhood, library science and/or education to develop content.
2. Work with IT experts on development and refinement of online tools.
3. Work with SiteImprove to examine DaybyDayVA.org websites in order to determine what links need to be redirected and which need to be replaced, create a process for tracking website updates and replacements, and award bid for upgrade and improvements the Spanish site.
4. Target training to areas of highest needs; this will be done by mapping the library location to the data gathered in the Virginia School Readiness Report Card, an annual report created by the Virginia Early Childhood Foundation.
5. Include photos and articles about programs in the weekly newsletter, *Youth Services Notes*.
6. Provide library staff with training – either online or in person – which will be coordinated by the Children’s and Youth Services Consultant.
7. Measure training impact and outcome with follow-up survey six months from training.

Expected benefit(s)/outcome(s)

1. Expected benefits/outcomes are a higher quality of programs offered to young children. This will be measured by an outcome-based survey of training, and/or completion of a project related to the training.
2. A benefit of the program will be the children’s library staff will be more aware of age appropriate learning activities for young children, as well as appropriate supportive technologies.
3. The outcome at the end of the grant cycle may be an increase in the number of children participating in the programs and using online resources.
4. The annual assessments by Virginia School Readiness Report Card will show a decrease in the number of areas at risk.

How funds will be used

1. Staff time to oversee, promote, and manage the project.
2. Software development/enhancements, IT support, annual upgrades, bug fixes, and enhancements to online programs and project.
3. Training and training materials – may include contract with content experts.
4. Travel for library staff to training and meetings.
5. Promotional materials to public libraries for IMLS funded programs.

Timeline

1. By November of each year, have prepared and available Winter Reading Program.
2. By September 2018, create IT manual for BookPoints for training IT staff.
3. By September 2018, create content using library staff and content experts; provide training on use of the program online through Join.me and face-to-face.
4. Yearly, add badges and activities.
5. By August 2020, complete evaluation and upgrades of DayByDayVa.org for both the English and Spanish versions.
6. Yearly, each fall and spring, conduct training for public library staff. Complete surveys at time of training and ensure follow-up evaluations 6 months following training.

➤ **Summer Learning and Out of School Learning**

Intents of Project

- Improve users' general knowledge and skills (Lifelong Learning)
- Improve users' ability to obtain and/or use information resources (Information Access)
- Improve users' ability to apply information that furthers their personal or family health & wellness (Human Services)

What is the project?

This project seeks to address the learning and wellness needs of youth and teens over the summer when the normal school year resources are no longer available. Summer reading program content and activities delivered through the online Summer Reading platform will support Virginia's Standards of Learning and best practices for child development. In addition to summer reading programming, this project will provide: e-books to public libraries for their youth and teen users, support and promotional materials for summer reading, and services and information to improve the health and nutrition of local children and teens. The Library of Virginia will cultivate partnerships between state and community agencies and local public libraries to benefit the project and programming. Training supporting development of executive function and "deeper learning" skills, developmental best practices, STEM-based experiences, and linking new technologies to learning will enhance public library staff knowledge and skills.

For whom is the project intended?

This project is intended to benefit Virginia's children and teens and the public libraries that support them.

How?

1. Provide public libraries with a collection of quality e-books for children and teens, which may be accessed from the library and home to support reading and learning.
2. Continue to partner with the Science Museum of Virginia to provide STEM Resource Hubs to select public libraries for loan to community organizations and area libraries.

3. Continue partnerships with Science Museum of Virginia and Virginia Department of Conservation and Recreation to offer free State Park passes and backpacks with enhancing activities to public libraries for loan to library patrons.
4. Provide staff training annually. Training will be coordinated by the Children's and Youth Services Consultant and may take place online or face-to-face in central or regional locations.
5. Target training to areas of highest needs; this will be done by mapping the library location to the data gathered in the Virginia School Readiness Report Card, an annual report created by the Virginia Early Childhood Foundation.
6. Provide activities and content on the summer reading program online platform to support Virginia Standards of Learning in language arts and STEM.
7. Public libraries in qualifying areas participate in the USDA Summer Food Service Program by serving a meal or snack with enriching activities. The Library of Virginia offers support and promotional materials to the public libraries to support the USDA Summer Food Services Program.
8. Partner with Virginia Department of Health to provide reliable health related information to public libraries. This may include adding content to the online platform or informational materials and websites.
9. The Library of Virginia will provide consultation, advice, training, coaching, and information to Virginia public library staff and other interested agencies. This will be done through print, electronic, and face-to-face meetings. This will be measured by the number of contacts (phone calls, emails, posting on social media, website visited, presentations, youth services notes, site visits, and conversations).

Expected benefit(s)/outcome(s)

1. Increase in the number of quality books available to children and teens. Studies show this increases reading and reading skills.
2. Increase in the number of children and teens participating in and tracking learning experiences over the summer.
3. Increase in the number of STEM related materials and programs available to communities throughout Virginia.
4. The annual assessments by Virginia School Readiness Report Card will show a decrease in the number of areas at risk.
5. Library staff will be able to offer a higher quality of programs to children and teens. This will be measured by an outcome-based survey of training, and/or completion of a project related to the training.
6. Reduced summer learning loss through the programs and activities for youth during the summer. This will be measured by a pre- and post-reading comprehension challenge (for rising 4th through rising 6th graders) embedded into summer reading program software.
7. Increase in the number of partnerships between libraries and other agencies.

How funds will be used

1. Staff time to coordinate project, travel for training, and manage materials sent to

public libraries.

2. Training and training materials – may include contract with expert and may be online or in person.
3. Contract with vender to provide public libraries, homes, and possibly schools with access to the e-books.
4. Purchase of materials for the STEM Resource Hub and materials to enhance visit to Virginia State Parks.
5. Creation of content and purchase of materials for summer reading program by library staff, partner, and content experts.
6. Promotional materials for libraries to promote summer food service program.
7. Materials to the public libraries to enhance the learning experience of children and teens attending the summer food service program.
8. IT Support for: software platform, mobile hot spots, Moodle, collaboration software, and portable training computer lab.

Timeline

1. Award 5 year e-book contract on October 1, 2017.
2. Monitor access throughout the project.
3. Annually or bi-annually (spring and fall) provide training for each subprogram as needed. Evaluation occurs at time of training with 6-month impact follow-up.
4. Contract annually with Science Museum of Virginia to put together materials for STEM Resource Hub.
5. Contract annually with the Science Museum of Virginia and the Virginia Department of Conservation and Recreation to provide materials to enhance visits to the Virginia State Park.
6. By April of each year, ensure content is added to online platform for summer reading.

Goal 2:

Facilitate access to information and the discovery of knowledge and cultural heritage for the purpose of cultivating an informed and engaged community.

Needs Addressed: 1, 2, 3, 4, 5, 7, 8, 9, 10

Focal Area(s): Civic Engagement, Information Access, Institutional Capacity, Lifelong Learning

➤ Cultural Heritage Access and Engagement (CHAE)

Intents of Project

- Improve users' general knowledge and skills (Lifelong Learning)
- Improve users' ability to discover information resources (Information Access)
- Improve users' ability to participate in community conversations around topics of concern (Civic Engagement)

What is the project?

This project is focused on the development of new tools, services, and programs that foster user engagement with and access to cultural heritage materials and government records, encouraging the public to explore collections in interesting and flexible ways. This will include the development of new access tools, the expansion of existing and exploration of new crowd sourcing opportunities, and the fostering of conversations between stakeholders and the Library of Virginia, as well as among stakeholders of shared interest concerning the tools and services, the content, and their needs, community perspectives, and interests in those things.

For whom is the project intended?

This project is broadly conceived as an opportunity to engage users of different ages, backgrounds, and interests. This will include middle & high school students, younger adults, and more mature users. Users will also include researchers with established interests in the materials, as well as members of the public with less defined or conscious stakes in the material.

How?

1. Expansion and modification of Making History: Transcribe, leveraging partnerships and collaboration locally, as well as with crowd sourcing experts.
2. Expand Making History: Transcribe into a more vital state-wide initiative through local Transcribe-A-Thons modeled on LVA's partnership with Hands On Greater Richmond.
3. Launch and testing of Making History: Connect, the LVA's new user engagement platform.
4. Sharing of LVA open source developments via GitHub and providing assistance to other institutions using LVA code.
5. Development of digital projects and collections that create opportunities for varied audiences to explore, engage, and react to cultural heritage materials in meaningful, yet fun and interesting ways.
6. Participate in the multi-state/institution partnership to develop a Digital Public Library of America (DPLA) Service Hub to serve Virginia and West Virginia.
7. Continuous evaluation and modification of LVA efforts through focus group meetings and surveys and Making History: Connect; exploration of new developments and professional practices related to access and engagement.

Expected benefit(s)/outcome(s)

1. Major expected outcome is the broader engagement of Virginians with cultural heritage materials that have defined the commonwealth and expose modern users to the individuals from the past who collectively helped shape the commonwealth.
2. LVA and other Virginia local libraries will have greater understanding of how to foster engagement and conversations with users based on the sharing of LVA feedback and evaluation, as well as from creating opportunities for sharing of LVA

technical expertise and collection materials.

3. Potential to develop ways for local libraries to create user engagement programming of their own.
4. Broader and more open sharing of digital cultural heritage content and increased public access to that content.

How funds will be used

1. Staff time to develop workflows and manage engagement tools and opportunities, content creation.
2. Staff time to develop open source applications.
3. Support partnerships with other professional organizations or groups relevant to this project.
4. Purchase of software or licensing to facilitate projects.
5. Training for technical and project staff.
6. Promotional materials for projects.
7. Travel to professional conferences and workshops.

Timeline

1. Every 6-9 months: analyze and evaluate established benchmarks and protocols, whereby project staff will make development and collection decisions for each next time frame.
2. By January 2018, implement at least 3 new Transcribe-A-Thon opportunities across the state by bringing together select public libraries with their local “HandsOn” organization.
3. By June 2018, evaluate and determine next steps for Making History: Connect.
4. By January 2019, release next generation of LVA crowd sourcing – potentially offering structured transcription and more advanced, yet streamlined and efficient processes for moving from digital to transcription to public access.
5. By 2022, achieve active, continuous LVA and public library participation in DPLA.

➤ **Electronic Records and Open Data (EROD)**

Intents of Project

- Improve the library workforce (Institutional Capacity)
- Improve users’ ability to discover information resources (Information Access)
- Improve users’ ability to participate in community conversations around topics of concern (Civic Engagement)

What is the project?

This project is focused on the development of new tools, services, and programs that enhance user access to the public electronic records of state government, as well as develop expertise for staff at the Library that is shared across the archival and library

professions in the country. Building on our success with the Kaine Email records and our partnership with the University of Waterloo to develop machine-assisted processing protocols for email records, we will look to expand and improve workflows and processes for the ingest, management, and free public access to the electronic records of state government. The Library will also enter the arena of open data access and management, seeking to make contributing data easy for state and local government entities and accessing and using data achievable for the public.

For whom is the project intended?

This project is directed not only to the general public, as access to the records of government is their right, but also to those groups that frequently mediate such access: the press, educators, special interest groups, and political leaders themselves. Professional librarians and archivists are also main audiences, as the workflows, processes, and developments will contribute to the on-going conversations these groups have related to availability of and public access to large government datasets – whether archival or open data.

How?

1. Continued partnership with University of Waterloo researchers to solidify and incorporate machine-assisted review as a legitimate and effective electronic records processing protocol.
2. Continued collection and management of state government archival Web collections through partnership with Internet Archive (Archive-It).
3. Formal development of partnership with Virginia Information Technologies Agency (VITA) to establish and enhance governance structure, policy and standards promulgation, and procedures for contributions to Virginia's Open Data Portal – DataVA – at data.virginia.gov.
4. Create relationships with public libraries, educational institutions, and other interested parties to develop training and informational materials about government data in Virginia communities, making open data accessible and meaningful to the public, as well as data professionals.
5. Continue sharing information and developments with archivists and librarians related to electronic records management and user access to government data through professional outlets.

Expected benefit(s)/outcome(s)

1. Major expected outcome is a solid, tested, and efficient process for moving accessioned archival electronic records from storage to public access in a timely manner.
2. Increasing involvement of state and local entities in openly sharing public data sets.
3. LVA and other Virginia local libraries will have greater understanding of how to engage the public in understanding and potentially utilizing open government data to improve their communities, address local issues, and make important community decisions.

4. Increased access to and visibility of born electronic archival content, with tangible use cases of the benefit of having access to open records of state government.

How funds will be used

1. Staff time to develop with partners proper workflows, procedures, policies and methods for dissemination of projects' benefits and outcomes.
2. Purchase of software or licensing to facilitate projects.
3. Training for technical and project staff.
4. Promotional materials for projects.
5. Travel to professional conferences and workshops.

Timeline

1. By June 2018, firmly understand the scope of participation by state and local entities in the Virginia Open Data Portal – DataVA.
2. By September 2019, establish – in partnership with VITA – an open data governance framework for the management and sustainability of DataVA.
3. By December 2018, complete Kaine email processing through partnership with the University of Waterloo.
4. In January 2020, evaluate status of all project focuses and reassess direction and identify next steps for electronic records and open data management.
5. By June 2020, implement new project roadmap.

➤ Interlibrary Loan (ILL)

Intents of Project:

- Improve users' ability to obtain and/or use information resources (Information Access)

What is the project?

This project facilitates access to the Library of Virginia's unique published materials related to Virginia history and culture, as well as the vast microfilm collection of original records of state and local government, Virginia newspapers, and personal manuscript collections. The Library consistently receives over 15,000 requests per year for unique materials from both Virginia and non-Virginia public libraries. Despite the growth of digital collections and public expectations for online access to unique materials, the Library's ILL program continues to be strong and viable, meeting the needs of researchers who cannot visit the Library in person.

For whom is the project intended?

This project is intended for the general public conducting researching using original records of Virginia government, historic Virginia newspapers, military records research, and many other unique collections. The project is also intended to help Virginia public

libraries – and those outside of Virginia – meet the information needs of their constituents.

How?

1. Respond efficiently and effectively to requests for Library of Virginia collections from public, academic, research, and other libraries in Virginia, as well as those outside Virginia, to requests for unique Virginia materials and other collections available for loan through ILL.
2. When necessary, replace or repair microfilm materials in the event of loss, destruction or degradation due to use.

Expected benefit(s)/outcome(s)?

1. Meeting or exceeding an average fill-rate of at least 98% for accurate ILL requests for LVA materials.
2. Users will have access to unique Virginia materials otherwise unavailable without a trip to Richmond.

How funds will be used

1. Staff time to process requests from receipt through return.
2. Shipping materials and costs.

Timeline

1. Maintain and assess quarterly statistics on ILL requests and fill rates.

➤ **Information Technology Services (ITS)**

Intents of Project:

- Improve users' ability to obtain and/or use information resources (Information Access)
- Improve the library's physical and technological infrastructure (Institutional Capacity)

What is the project?

Technology underpins the on-going management of and access to the digital cultural heritage and archival materials developed by the LVA, as well as the online early literacy and reading programs. This project ensures that the Library continues to respond proactively to technology needs, as well as be able to address issues that arise unexpectedly, in order to provide continuing, expansive, and improved public access to these resources.

For whom is the project intended?

Since the Library serves a wide swath of the population, both in- and out-side Virginia,

this project is intended to support all users with various interests and needs with the most up to date and secure technologies and developments.

How?

1. Maintain licensing and support agreements that ensure systems and applications providing access to digital archival / cultural materials remain accessible and well managed over time.
2. Plan effectively using in-house technical and administrative expertise to ensure regular maintenance and upgrades to systems and services.
3. Provide and maintain in-house equipment and infrastructure to support access to LVA's cultural and archival collections.

Expected benefit(s)/outcome(s)

1. Continued free user access to microfilm in the LVA reading rooms equaling approximately 32,000 reels per year, used by more than 5,000 patrons.
2. At least 98% up-time each year for access to digital archival, cultural, and educational resources developed by the LVA.

How funds will be used

1. Hardware and software replacement for 36 ScanPro microfilm scanners in the Library's public reading rooms and staff areas.
2. A percent share of maintenance, support, and – when needed – purchase of digital archival collections systems and related infrastructure.
3. Technical staff support to maintain and address issues related to public access to LVA's digital and archival content.

Timeline

- By September 2018, replace all ScanPros in Library's reading rooms and staff areas.
- Annually, by each September, establish roadmap for scheduled upgrades and maintenance to systems required for efficient management and user access.
- Remediate issues/problems in timely and effective manner as they arise when impacting user access to digital collections and resources.

➤ Find It Virginia (FIVA)

Intents of Project

- Improve users' ability to discover information resources (Information Access)
- Improve users' ability to obtain and/or use information resources (Information Access)

What is the project?

This project is a suite of products that enables users to find magazine and newspaper articles, encyclopedias and other reference works, TV and radio transcripts, company information and investment reports, health and wellness information, plus photos,

charts, maps, diagrams, and illustrations. Users also have the ability to digitally download popular magazines and e-reader content. Homework help is offered to students in grades 3-12 for tutoring in Math, Science, English, SAT prep, and is available during the school year Monday-Thursday 3pm-9pm and Saturday 9am-3pm.

For whom is the project intended?

This project is available to any citizen in Virginia with a public library card and is available 24 hours a day from anywhere with an internet connection. Resources are available in all K12 schools during the school day without a public library card.

How?

1. Create a focus group of Virginia public and school library professionals in order to bi-annually evaluate the usefulness of the content of and access to Find It Virginia (FIVA).
2. Measure database use with tools such as Project Outcome (Public Library Association).
3. Develop a marketing plan and tool kit to help libraries market Find It Virginia.
4. Work with vendors to incorporate very short video clips with helpful tips to improve user experience.
5. Monitor e-Book marketplace. Seek opportunities for partnerships and collaboration.
6. Reevaluate and possibly replace the Find It Virginia mobile application.

Expected benefit(s)/outcome(s)?

1. Access to free informational resources.
2. A more transparent procedure of how resources are selected by having a focus group.
3. Citizens and students of Virginia will have a better understanding of FIVA offerings and how to use the content and products available.
4. Focus group will have user feedback via surveys and database statistics in order to determine usefulness of databases.

How funds will be used

1. Renew current offerings in FIVA and/or purchase new products.
2. Staff time to arrange participation of focus group and to study the best possible way to report measured outcomes.
3. Staff time to work with vendor(s) and ensure FIVA interface is working, accurate, and up-to-date.

Timeline

1. By March 2018, establish stakeholder focus group and have completed first orientation to the function and purpose of the group.
2. Every six months between June 2018 and January 2020, convene stakeholder focus group to discuss measured outcomes and statistics of the current selection of

databases and FIVA products and make recommendations for any changes if needed.

3. By January 2020, develop a roadmap for Find It Virginia to carry the service through to the end of the 5 year plan.
4. In June 2020, June 2021, and June 2022, bring focus group together (either in person or virtually) for on-going evaluation and roadmap implementation.

➤ **Wordpress Hosted Library Sites**

Intents of Project

- Improve users' ability to discover information resources (Information Access)
- Improve users' ability to obtain and/or use information resources (Information Access)

What is the project?

Wordpress sites help public libraries create smart, new Web sites for their patrons. Library Web sites can be created and edited directly through the Internet, using built-in text editors and other powerful features that make it easy for library staff members to keep their site's content current. Small libraries with limited funding can develop a professional-looking Web site that gives patrons quick access to catalogs, databases, calendars, information, and events.

For whom is the project intended?

Virginia public libraries and all citizens of Virginia.

How?

1. Promote through the public library listservs, public library extranet, and at various meetings and professional events the availability of this service to Virginia's public libraries.
2. Assist libraries with customized needs for their websites in order to inform the public about their services and programs.
3. Provide training on how to maintain and update sites.
4. Investigate and provide new functions or plugins as released.

Expected benefit(s)/outcome(s)

1. Provides websites that include calendars of programs so public library users are informed of library activities. These sites also contain links to Find It Virginia, Day by Day VA, and other online literacy resources.

How funds will be used

1. Annual hosting costs and costs for new sites.
2. Fees for upgrades or customization of sites.

3. Staff time to assist with implementation, issues, and training.

Timeline

1. Ensure that requests for new Wordpress sites are implemented within 6 months of agreement finalization.
2. Every calendar year submit evaluation form and questionnaire to public libraries with hosted sites to measure satisfaction, use statistics, and needs for plug-ins or other features. Respond within 2 months with roadmap for changes to be implemented within 6 months.

➤ **Virginia Evergreen Libraries Consortium (EVLC)**

Intents of Project

- Improve the library workforce (Institutional Capacity)
- Improve users' ability to discover information resources (Information Access)
- Improve users' ability to obtain and/or use information resources (Information Access)

What is the project?

This project provides Evergreen, an affordable open source integrated library system, to public libraries in Virginia.

For whom is the project intended?

Public libraries in Virginia that might otherwise not be able to afford larger systems. It is also helpful to those that might not have a full time professional cataloger.

How?

1. Annually, provide an opportunity for interested libraries to migrate to Evergreen.
2. Offer webinar training as needed.
3. Provide communication opportunities as suggested by participants of the Virginia Evergreen Libraries (VEL) consortium including website information and listserv information.
4. Work on de-duping the current Evergreen database.
5. Attend annual Evergreen International Conference in Spring 2018.
6. Work on cataloging standards for the VEL consortium and host quarterly catalogers meeting.

Expected benefit(s)/outcome(s)

1. Improved access to public library collections for users at smaller, less well-funded libraries in Virginia.
2. Growth in the number of libraries participating in Evergreen.
3. Clean up of database via de-duplication project.
4. Users having better knowledge of system.
5. Improve public library staff's understanding and use of system.

How funds will be used

1. 40% of Equinox hosting fee and payment to vendor for de-duplication work.
2. Staff time to run reports, field questions, work with vendor to answer help desk requests.
3. Travel to conferences.
4. Training programs presented by Equinox for library staff using the system.

Timeline

1. Winter 2018 - Upgrade Evergreen when recommended by hosting company.
2. Every other year starting Spring 2018, offer two-day workshop on cataloging, circulation, reports, and administration.

➤ Community Based Digital Projects (CBDP)

Intents

- Improve users' ability to discover information resources (Information Access)
- Improve users' ability to obtain and/or use information resources (Information Access)
- Improve the library workforce (Institutional Capacity)

What is the project?

This project seeks to provide public libraries with the resources and knowledge to make their local cultural heritage collection materials available online to their community, as well as the world more broadly. The LVA will foster partnerships and collaborations that will enable public libraries to present their materials efficiently and most effectively. When possible, the LVA will also provide training and support to train staff on digital project management, including the selection, management, and public access to materials.

For whom is the project intended?

This project is broadly conceived as creating a way for users of all ages and interests to have access to the cultural heritage materials of their communities. It is also intended that this project will provide public library staff with information and skills to select and manage digital projects.

How?

1. Continue working with Virginia public libraries to identify local yearbook collections for digitization through the LVA's participation in the Lyrasis Digitization Collaborative.
2. Survey public libraries regarding their collections and explore opportunities to add new collections online via the Lyrasis Digitization Collaborative, including materials such as City/County Directories or other locally relevant historical materials suitable for such a program.

3. Create marketing methods and materials to help libraries promote their participation in this program and their new digital collections.
4. Explore the use of other digital collection management tools, including Omeka and From the Page, as possible resources libraries can use to create and manage public access to digital materials.
5. Provide guidance and support to public libraries seeking to develop digital collection programming.

Expected benefit(s)/outcome(s)?

1. Increased public access to and understanding of local historical materials held in their community libraries and available online.
2. Increased capacity for public library staff to identify and participate in digital collection projects.

How funds will be used

1. Staff time to oversee and coordinate Lyrasis projects for public libraries.
2. Mailing supplies and delivery charges for materials sent for scanning as part of the Lyrasis project.
3. Staff time to consult with public libraries on digital project development, collection identification, and online delivery, as well as potential participation in DPLA (see CHAE project above).
4. Software/application development for public library digital cultural heritage content not suitable for Lyrasis Digitization Collaborative.

Timeline?

1. By May 2019, complete public library yearbook scanning part of project.
2. By December 2018, develop a roadmap for the digitization of additional public library content, such as city/county directories, via the Mass Digitization Collaborative, based on feedback from public libraries.
3. By June 2019, complete first delivery of new Mass Digitization Collaborative content.
4. By January 2020, create and finalize roadmap for development of additional tools to manage and provide public access to non-Collaborative content.

➤ **Document Bank of Virginia (DBANK)**

Intents of Project (Focal Area of Goal)

- Improve users’ formal education (Lifelong Learning)
- Improve users’ ability to discover information resources (Information Access)
- Improve users’ ability to obtain and/or use information resources (Information Access)
- Improve users’ ability to participate in their community (Civic Engagement)
- Improve users’ ability to participate in community conversations around topics

of concern (Civic Engagement)

What is the project?

Document Bank of Virginia (DBVa) is a project developed by the education department at the Library of Virginia. The DBVa contains in one place some of the most important documents in the history of Virginia from the Library's vast collection. Maps, wills, patents, audio recordings, video clips, emails, photographs, letters, broadsides, and many other primary sources are organized by historic era, theme, and Virginia Standards of Learning.

For whom is the project intended?

The primary audiences for this project are teachers, librarians, and students, both within Virginia and beyond. This project also is broadly conceived as an opportunity to engage lifelong learners of different ages, backgrounds, and interests.

How?

1. Expansion and modification of Document Bank of Virginia, leveraging student internships and partnerships as well as other collaborations.
2. Expansion of the series of educator professional development workshops on DBVa to both on- and off-site locations throughout the state, led by staff either in-person and/or virtually.
3. The Library will engage with users interested in DBVa via social media, especially the Library's education Facebook page (<https://www.facebook.com/educationLVA>).
3. Continuous evaluation and modification of the Library's efforts through focus group meetings, surveys, and evaluations after each workshop presentation.

Expected benefit(s)/outcome(s)

1. Major expected outcomes are to
 - a. Improve users' formal education;
 - b. Broaden engagement of Virginians with cultural heritage materials that have defined the commonwealth;
 - c. Expose modern users to the individuals from the past who collectively helped shape the commonwealth.
1. Potential to develop programs and partnerships centered on Document Bank of Virginia.
2. Potential to foster the development of the Library as a center for online educational resources for teachers and students.

How funds will be used

1. Staff time to develop content.
2. Travel to off-site presentations and professional conferences and workshops.
3. Support partnerships with other professional organizations or groups relevant to this project.
4. Purchase of software or licensing to facilitate project.

5. Training for technical and project staff.
6. Promotional materials for project.

Timeline

1. On an on-going basis: evaluate all workshops through surveys; host student internships, volunteer opportunities, and class collaborations to work on creating document sets for DBVa.
2. Every summer: host at least one teacher research fellow to work on creating document sets for DBVa and hold one summer teacher institute to expose educators to DBVa.
3. Every 9-12 months: evaluate and modify the Library's efforts through focus group meetings and surveys as well as evaluations of every workshop.
4. By June 2018: implement at least three new professional development workshops either on- or off-site and incorporate at least one distance learning/virtual workshop into the series.
5. By June 2019: release next generation of Document Bank of Virginia to include a related documents section based on evaluation and educator feedback.
6. By June 2020: increase the total number of documents to 500, all with easily accessible digitized primary sources, historical context, citations, relevant Standards of Learning categories, and classroom activities.

➤ **Genealogy Education (GE)**

Intents of Project (Focal Area of Goal)

- Improve users' general knowledge and skills (Lifelong Learning)
- Improve users' ability to discover information resources (Information Access)
- Improve users' ability to obtain and/or use information resources (Information Access)
- Improve users' ability to participate in their community (Civic Engagement)
- Improve users' ability to participate in community conversations around topics of concern (Civic Engagement)

What is the project?

The goal of the genealogical education project is to develop an ongoing relationship with new and experienced researchers interested in developing a proficiency in tracing family and community history. By developing a series of workshops and conferences that introduce and expand participants' skill, we aspire to create a new generation of patrons for our collections.

For whom is the project intended?

This project is broadly conceived as an opportunity to engage users of different ages, backgrounds, and interests. Appealing to the public in general, this project also will

target the African American community specifically to explore its roots. Further, this project will explore collaborations between middle school and high school students, younger adults, and more mature users. The audience will comprise researchers with established interests in the collections, as well as members of the public with less defined goals in family and community history.

How?

1. Expansion and modification of the Library's series of on-site half-day workshops throughout the year:
 - a. Two introductory workshops for persons new to the field of genealogy.
 - b. Two workshops specifically geared to persons doing research in specific areas, such as military records.
 - c. One to two workshops that demonstrate what resources are available online, how to find them, and how to use them.
 - d. One to two thematic workshops that complement other major Library projects and initiatives. For example, workshops on African American genealogy to support projects like Virginia Untold: the African American Narrative or a workshop on records related to the current exhibition.
 - e. One day-long conference featuring a guest speaker and several sessions led by Library staff.
2. Expansion of the Library's series of workshops to off-site locations throughout the state, led by staff either in-person and/or virtually.
3. The Library will also continue to develop its online, self-directed series of modules on how to conduct genealogical research.
4. The Library will engage with users interested in genealogy education via social media.
5. Continuous evaluation and modification of the Library's efforts through focus group meetings and surveys, as well as evaluations of every workshop.

Expected benefit(s)/outcome(s)

1. Major expected outcome is the broader engagement of Virginians with cultural heritage materials that have defined the commonwealth and expose modern users to the individuals from the past who collectively helped shape the commonwealth.
2. Another major outcome is to improve Virginians ability to evaluate sources and develop critical thinking skills.
3. Potential to develop programs and partnerships with local libraries and other institutions centered on family and community history.
4. Potential to develop a robust online genealogy education program and to evaluate its effectiveness.

How funds will be used

1. Staff time to develop content.
2. Travel to off-site presentations, and professional conferences and workshops.
3. Support partnerships with other professional organizations or groups relevant to this

project.

4. Purchase of software or licensing to facilitate project.
5. Training for technical and project staff.
6. Promotional materials for project.

Timeline

1. On an on-going basis: evaluate all workshops through surveys.
2. Every 9-12 months: evaluate and modify the Library's efforts through focus group meetings and surveys as well as evaluations of every workshop.
3. By June 2018: incorporate at least one distance learning/virtual workshop into the series.
4. By June 2019: distance learning/virtual workshops are a regular component of the genealogy education series.

➤ Lifelong Learning (LLP)

Intents of Project (Focal Area of Goal)

- Improve users' general knowledge and skills (Lifelong Learning)
- Improve users' ability to discover information resources (Information Access)
- Improve users' ability to obtain and/or use information resources (Information Access)
- Improve users' ability to participate in their community (Civic Engagement)
- Improve users' ability to participate in community conversations around topics of concern (Civic Engagement)

What is the project?

This project will support lifelong learning by designing and implementing programs that encourage interaction and engagement with the subject matter at hand. As a result of the programming, Library patrons will have an enhanced appreciation and understanding of the state's history and culture as well as an awareness of the scope of the Library's collections and how to use them. The Library's programs incorporate civic engagement as a key component of its presentations so that patrons come away with a keener awareness of how the past has influenced the present.

For whom is the project intended?

This project is broadly conceived as an opportunity to engage users of different ages, backgrounds, and interests. Programs will be chosen to appeal to as broad a swath of Virginians as possible.

How?

1. Programs consisting of a combination of book talks, lectures, panel discussions, research updates, community conversations, and tours of the Library's readings

rooms and exhibitions throughout the year. Most will be 50-75 minutes in length and some will incorporate a display and interpretation of relevant materials from our collections:

- a. Book talks in which authors of subjects that support the Library's mission to promote awareness of the state's history and culture are invited to present overviews of new publications.
 - b. Panel discussions include a primary author/researcher along with supporting presenters to provide multiple perspectives on a common theme. The intent is to explore a subject in such a way that the audience is drawn into the conversation and the program becomes more of a moderated dialogue than straightforward presentation. Civic engagement is a key component to these programs.
 - c. Staff and regular patrons are invited to share their research or new materials that they have unearthed in the course of their work.
 - d. Tours are conducted by education staff of the Library's reading rooms and current exhibitions throughout the year for research groups, school groups, and professional colleagues.
2. Expansion of the Library's series of programs to off-site locations throughout the state, led by staff either in-person and/or virtually.
 3. The Library will engage with users interested in lifelong learning via social media.
 4. Continuous evaluation and modification of the Library's efforts through focus group meetings and surveys, as well as evaluations of every program.

Expected benefit(s)/outcome(s)

1. Major expected outcome is the broader engagement of Virginians with cultural heritage materials that have defined the commonwealth and expose modern users to the individuals from the past who collectively helped shape the commonwealth.
2. Potential to develop programs and partnerships centered on lifelong learning.
3. Potential to foster the development of the Library as a center for lifelong learning and civic engagement.

How funds will be used

1. Staff time to develop content.
2. Travel to off-site presentations, and professional conferences and workshops.
3. Support partnerships with other professional organizations or groups relevant to this project.
4. Purchase of software or licensing to facilitate project.
5. Training for technical and project staff.
6. Promotional materials for project.

Timeline?

1. On an on-going basis: evaluate all programs through surveys.
2. Every 9-12 months: evaluate and modify the Library's efforts through focus group meetings and surveys, as well as evaluations of every program.

3. By June 2018: incorporate at least one distance learning/virtual program into the series.
4. By June 2019: distance learning/virtual programs are a regular component of the lifelong learning project.

➤ **Newspaper Project (NP)**

Intents of Project (Focal Area of Goal)

- Improve users' general knowledge and skills (Lifelong Learning)
- Improve users' ability to discover information resources (Information Access)

What is the project?

This project intends to expand the scope of the Library's existing participation in the National Digital Newspaper Program (NDNP). This includes focusing on the digitization of mostly current Virginia newspapers, upon receiving publisher permission, and making them freely available online via <http://virginiachronicle.com>.

For whom is the project intended?

The materials are of interest to Virginia citizens of all ages and backgrounds doing newspaper research on modern, local, and national issues. Public libraries benefit greatly from having this material freely available to their patrons.

How?

1. Digitization and content conversion process to create necessary metadata and full text search capabilities, as well as derivative images to permit viewing newspaper pages that can be enlarged and cropped.
2. The content is then made freely available online at Virginia Chronicle.
(<http://virginiachronicle.com>)

Expected benefit(s)/outcome(s)?

1. Free, permanent public access to Virginians and beyond to newspaper content currently under copyright, as well as select historical newspapers which would normally be unavailable except for a fee or subscription, if at all.

How funds will be used

1. Digitization of and metadata creation for the content.
2. Staff time to manage the project, from newspaper identification through establishing agreement with publishers, digitization planning and completion, and online delivery.

Timeline

1. Projects begin in December of each year with established benchmarks and a

deadline of August/September.

2. Yearly, between 50,000 and 100,000 pages will be made freely available to the public.

Goal 3:

Support the training and development of proactive library leadership and skilled staff to meet the rapidly changing environment.

Needs Addressed: 2, 3, 4, 5, 7, 8, 9

Focal Area(s): Civic Engagement, Information Access, Institutional Capacity, Lifelong Learning

➤ Twenty First Century Work Skills – Staff

Intents of Project

- Improve the library workforce (Institutional Capacity)
- Improve users' general knowledge and skills (Lifelong Learning)

What is the project?

This project provides training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services. Library staff will be better prepared to handle demands and challenges of changing technology and the constantly changing landscape of the library professional. It is important to give library staff the opportunity to learn new techniques and methods to reach underserved residents and improve services to their communities.

For whom is the project intended?

This project is focused on library staff, mostly from public libraries. We also try to include staff from academic, government, and special libraries where applicable.

How?

1. Annually sponsor or co-sponsor a workshop in each of the six Virginia Library Associations geographic regions. Topics will be determined by a continuing education assessment and by evaluations done after each workshop.
2. Work with the Virginia Library Association to provide learning opportunities to develop library leadership statewide.
3. Increase participation (affiliations, enrollments, and course completions) in WebJunction Virginia.
4. Plan and execute an annual public library directors meeting.
5. Plan and execute a new director's institute every other year.

6. Pursue collaborative efforts to develop and implement an effective Continuing Education program emphasizing “21st Century” skills for public library staff with trainings scheduled at the Library of Virginia, in the field, and via distance learning.

Expected benefit(s)/outcome(s)

1. Prepare library workforce with 21st century skills.
2. Collaborative efforts are needed to prepare for library workforce needs in coming years as librarians retire, including recruitment activities, improvements in worker incentives and conditions, and on-the-job learning opportunities for “growing our own” library staff.

How funds will be used

1. Hiring trainers.
2. Investing in online learning content.
3. Scholarships for library staff to participate in nationwide training institutes.
4. Development of collaborative opportunities with library organizations to recruit and cultivate future library leaders.

Timeline

1. Every 6-9 months: analyze and evaluate number and types of professional development activities.
2. By Fall 2018, evaluate participation in WebJunction Virginia.
3. By 2019, 60 percent of library and library system staff and library trustees participating in training provided by The Library of Virginia and its partners will indicate through surveys that they learned something by participating in the training activity; are confident about using what they have learned; and are likely to apply what they have learned to help improve library services to the public.

➤ Twenty First Century Work Skills – Leadership and Community Stakeholders

Intents of Project (Focal Area of Goal)

- Improve the library workforce (Institutional Capacity)
- Improve users’ general knowledge and skills (Lifelong Learning)
- Improve users’ ability to participate in their community (Civic Engagement)

What is the project?

This project provides training and professional development to enhance the skills of current library administrators, trustees, and Friends groups, enabling them to better meet the rapidly changing environment of community needs and challenges. Ensuring that library directors, their boards, and library support organizations understand their

appropriate roles and responsibilities encourages development and improvement of library service throughout the Commonwealth.

For whom is the project intended?

This project is focused on public library directors, library boards - both governing and advisory – and library Friends groups. Often, other library stakeholders participate in the training and informational sessions.

How?

1. Produce and present customized training sessions to library boards at their meetings upon request. Topics may include roles and responsibilities, Freedom of Information Act requirements, records management, capital campaign considerations, and director search considerations.
2. Work with the Virginia Freedom of Information Advisory Council to provide learning opportunities and information to library leadership statewide.
3. Produce and present customized training sessions to library Friends groups at their meetings upon request. Topics may include membership revitalization and engagement, fundraising ideas, and roles and responsibilities.
4. Meet with new public library directors at their libraries to provide individual training on such topics as state aid requirements and resources, library administration issues, networking opportunities, the strategic planning process and board relations.
5. Assist in planning and executing a new director's institute every other year.
6. Develop and administer online training courses for library trustees and directors to strengthen understanding of roles and responsibilities and any applicable skill sets.

Expected benefit(s)/outcome(s)

1. Prepare library administrators with skills necessary to respond to community needs and professional requirements.
2. Public library leaders will provide seamless and transparent governance to allow for successful library operations in libraries across the state.
3. Library leaders will feel confidence in their director search process and selection and initial development of new directors.
4. Library support groups such as Friends and Foundations will build and engage their memberships to fully support libraries with funding and advocacy.

How funds will be used

1. Travel to training sessions.
2. Hiring training consultants.
3. Creation of training materials.
4. Investment in online learning content.

Timeline

1. Every 6-9 months: analyze and evaluate number and types of professional development activities.

2. By Fall 2018, develop a new online trustee training module.
3. By 2019, 60 percent of library directors, trustees and Friends members participating in training provided by The Library of Virginia and its partners will indicate through surveys that they learned something by participating in the training activity; are confident about using what they have learned; and are likely to apply what they have learned to help improve library services to the public.

➤ **Public Library Data**

Intents of Project (Focal Area of Goal)

- Improve library operations (Institutional Capacity)
- Improve users' ability to obtain and/or use information resources (Information Access)

What is the project?

This project provides the Library of Virginia and the commonwealth's public libraries with software applications for the collection, evaluation, comparison, and analysis of public library fiscal year statistics. The project focuses on general information, data concerning library programs and services, technology, income, expenditures, and capital projects. Additionally, this project is used in reporting statistics to IMLS and the Department of the Census to support the national public library data initiative.

For whom is the project intended?

This project is focused on public library, state library, IMLS, and Census personnel. The resulting certified data from the project is made available through the Library of Virginia's website for most requested areas of service per capita, or in more detailed reports upon request.

How?

1. Work with vendor Baker & Taylor to prepare survey annually based on current reporting requirements from IMLS/Census.
2. Instruct and assist local data coordinators in inputting data during the survey collection window.
3. Produce and present in-person and online Bibliostat training to improve understanding of instructions, questions, and mechanisms of data collection.
4. Review financial information and assist with any necessary data corrections.
5. Upload finalized statistics to federal reporting tool.
6. Provide certified data to vendor Baker & Taylor for upload to Bibliostat Connect, enabling reporting functionality for various statistics requests.

Expected benefit(s)/outcome(s)

1. Provide library leadership with statistics necessary for strategic planning.
2. Provide Library of Virginia staff with financial information necessary in determining

compliance with state aid requirements.

3. Provide accessible statistics online and upon request to support transparency of government and the public's need for information.
4. Participate fully in national statistical reporting for analysis and comparison of public libraries.

How funds will be used

1. Annual software renewal and maintenance costs.
2. Salary of Library Evaluation Consultant.
3. Travel to training sessions.

Timeline

1. Every 12 months: analyze and evaluate software product to ensure continued viability.
2. By 2019, meet or exceed 93 percent of local data coordinators participating in training provided by The Library of Virginia will indicate through surveys that they learned something by participating in the training activity; are confident about using what they have learned; and are likely to apply what they have learned to help improve understanding of public library statistics.

Evaluation Plan & Stakeholder Involvement

Evaluation and stakeholder involvement are key components of each project included in the 2018-2022 plan. Focus groups with public library directors and personnel, as well as their users, will be essential to ensuring the projects stay on track as meaningful to Virginia's citizens. Regular feedback and follow up from training will track effectiveness, benefit, and areas for improvement. The Library sincerely hopes Making History: Connect will prove to be a reliable and effective method by which stakeholders can engage with us and provide us the information we need for continuous improvement of programs, projects, and services.

Partnerships will be developed in ways that not only are beneficial to each party but also bring value to the citizens of the commonwealth. Research partnerships will enhance not only public access and civic engagement but will also serve to inform and advance library, archival, and information technology professions.

Communications and Public Availability

The Library of Virginia's LSTA Five Year Plan will be available on the Library of Virginia website and the Virginia Public Library Extranet. Articles about LSTA project progress and evaluation will be included in the Library of Virginia Newsletter and our magazine *Broadside*, and new projects/programs will be announced regularly via social media and

Library of Virginia online forums (such as listservs and blogs). Special attention will be given to ensuring broadcast to communities beyond the Richmond region. All LSTA projects and materials will be branded with Library of Virginia and IMLS logos per the standards and requirements of each.

Monitoring

LSTA project managers will meet quarterly to review progress on projects, seek counseling from peers on areas of concern or question, and discuss next quarter goals. Periodic adjustments or corrections will be based on evaluation; feedback from agency leadership, external stakeholders, and IMLS; and the availability of personnel and financial resources. Each LSTA project manager will develop annual reports to meet States Program Report requirements.